ATTACHMENT 4

August 19, 1997

BY FACSIMILE
Honorable J. Michael Harrison
Administrative Law Judge
New York State Public Service Commission
Three Empire State Plaza, Agency Building #3
Albany, New York 12223-1350

Re: Cases 96-C-0723 and 96-C-0724 - Service Standards and Remedies for AT&T/NYNEX Interconnection Agreement

Dear Judge Harrison:

Pursuant to the Commission's Order of June 13, 1997, and the Parties' letters of July 10, 1997 and August 15, 1997, enclosed please find AT&T's and NYNEX's agreed-upon performance standards for unbundled network elements. Please note that the parties have also agreed to performance standards on interconnection trunks and resale and intend to amend the contract to include those standards. AT&T believes the performance standards for interconnection trunks fall within the "carrier to carrier" standards ordered to be filed by the Commission's November 29th Order. NYNEX disagrees, believing that the Order encompasses standards only for unbundled network elements. The parties will file support for their respective positions on August 31.

Respectfully submitted,

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Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Pre-Order Process		
I. ***OSS Response Time***		
A. PERFORMANCE OF OSS SYSTEMS		
1. Pre-Order Response Time by Transaction Type • Customer Service Records • Due Date Availability • Product & Service Availability Information • Address Validation • Telephone number availability and reservation	As of 12/31/97: 4 Seconds Difference NYNEX Rep. vs. Carrier Rep. AT&T standard Subject to Corba development Note: After Corba is implemented for Pre-Order transactions between AT&T and NYNEX, the appropriate subject matter experts from each company will agree to the absolute standard for difference in response time	Response time by Transaction type measured in seconds from the time the query hits DCAS system until the data is received back by function. Measurement is based on App to App interface - currently EIF and not GUI. Response times for Other approved pre-order interfaces will be developed as system requirements develop. (i.e., Corba, EDI etc.) Methodology: NYNEX to sample 10* transactions per hour from 8 a.m. to 5 p.m. via Sentinel system. Sentinel will replicate the transaction of a NYNEX service representative going directly to the OSS as well as a Carrier representative coming in to DCAS to the OSS. (* TN to be 1 per hour to prevent TN inventory problems.)
2. Availability of NYNEX Interface to OSS Access	As of 12/31/97: 24 hours by 7 day access to DCAS	OSS systems will be available to TC representatives during the same hours that they are available to NYNEX representatives.
II. ***Contact Center Availability***		
A. ALL PRE-ORDERING FUNCTIONS		
1. Availability (CATC) a) Center Hours of Operation	24 hours by 7 day Access to Call Center for assistance	Contact with TCs is designed to take place via direct access systems. Carrier support centers such as the CATC are designed to handle fall-out and not large call volume. *Call management system is under development.*

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Ordering Process		
I. ***Order Confirmation/Reject Timeliness***	90% According to Schedule Below:	Time from receipt of request electronically to order confirmation or reject
A. UNBUNDLED ELEMENTS		
1. Timeliness of Service Request ("SR") Order Confirmation/Reject:		
a) Less Than 10 Lines (POTS - Links, Switching or Combo):		• UNE- Switching assumes switch activation - following joint planning process. • All orders must be electronically transmitted for FOC/Reject intervals to apply
• Flow Through Orders	2 Hours	
• Other Orders:		
(1) SR received before 3:00pm (Eastern Time)	24 Hours	
(2) SR received after 3:00pm (Eastern Time)	Next BDA plus 24 hours	
b) Less Than 10 Lines (Specials):		
• Flow Through Orders	2 Hours	
• Other Orders:		
(1) SR received before 3:00pm (Eastern Time)	48 Hours	
(2) SR received after 3:00pm (Eastern Time)	Next BDA plus 48 hours	
c) 10 or greater lines (POTS/Spec.-includes facility check):		
• All Orders:		
(1) SR received before 3:00pm (Eastern Time)	72 Hours	
(2) SR received after 3:00pm (Eastern Time)	Next BDA plus 72 hours	
II. ***Completions***	95% According to Status Below:	Timeliness of receipt of notice of completion of service order request
A. UNBUNDLED ELEMENTS		
1. Timeliness of Notice of Completion		
a). Unbundled Element - Hot Cuts	Completed at Turn-up	
b) Unbundled Element - Other	Next Business Day by Noon	Mechanized notification under development.
III. ***Jeopardy Status***	90% According to Status Below:	Timeliness of receipt of notice of jeopardy of service order request (missed commitment with new date/time)
A. UNBUNDLED ELEMENTS		
1. Timeliness of Notice of Jeopardy	2 Hours before Commitment Time Frame	In case where jeopardy situation is identified. Mechanized notification under development.

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Pre-Order Process		
I. ***OSS Response Time***		
A. PERFORMANCE OF OSS SYSTEMS		
1. <u>Pre-Order Response Time by Transaction Type</u> • Customer Service Records • Due Date Availability • Product & Service Availability Information • Address Validation • Telephone number availability and reservation	<u>As of 12/31/97:</u> 4 Seconds Difference NYNEX Rep. vs. Carrier Rep. AT&T standard Subject to Corba development Note: After Corba is implemented for Pre-Order transactions between AT&T and NYNEX, the appropriate subject matter experts from each company will agree to the absolute standard for difference in response time	Response time by Transaction type measured in seconds from the time the query hits DCAS system until the data is received back by function. Measurement is based on App to App interface - currently EIF and not GUI. Response times for Other approved pre-order interfaces will be developed as system requirements develop. (i.e., Corba, EDI etc.) <u>Methodology:</u> NYNEX to sample 10* transactions per hour from 8 a.m. to 5 p.m. via Sentinel system. Sentinel will replicate the transaction of a NYNEX service representative going directly to the OSS as well as a Carrier representative coming in to DCAS to the OSS. (* TN to be 1 per hour to prevent TN inventory problems.)
2. <u>Availability of NYNEX Interface to OSS Access</u>	<u>As of 12/31/97:</u> 24 hours by 7 day access to DCAS	OSS systems will be available to TC representatives during the same hours that they are available to NYNEX representatives.
II. ***Contact Center Availability***		
A. ALL PRE-ORDERING FUNCTIONS		
1. Availability (CATC) a) <u>Center Hours of Operation</u>	24 hours by 7 day Access to Call Center for assistance	Contact with TCs is designed to take place via direct access systems. Carrier support centers such as the CATC are designed to handle fall-out and not large call volume. *Call management system is under development.*

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Provisioning Process		
I. *Intervals*		Typical intervals are noted on Product Interval Summary.
A. NETWORK INTERCONNECTION TRUNKS		
1. Provisioning Interval - Collocation • Average Interval - Completed	To standard interval 76 Bus Days	See Part 3 of the Interconnection Agreement
B. UNBUNDLED ELEMENTS		
1. Provisioning Interval - POTS (Basic Link, Premium Link, Analog Line Port, NID, House & Riser and any combination - no designed services): a) Dispatched Orders: • Average interval - Offered: 1-5 lines 6-9 lines ≥10 lines • Average interval - Completed: 1-5 lines 6-9 lines ≥10 lines • % completed in 1 day • % completed in 2 days • % completed in 3 days b) Non-Dispatched Orders: • Average interval - Offered • Average interval - Completed • % completed same day • % completed in 1 day • % completed in 2 days • % completed in 3 days c) All Orders: • % completed in 4 days • % completed in 5 days • % completed in 6 days	Parity	Compared to POTS Retail Services

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Provisioning Process (continued)		
I. ***Intervals (continued)***		
B. UNBUNDLED ELEMENTS (continued)		
2. Completion Interval - Specials (Tracked separately for DS0, DS1, DS3 and other to the extent identifiable) a) Dispatched Orders: • Average interval - Offered • Average interval - Completed b) Non-Dispatched Orders: • Average interval - Offered • Average interval - Completed	Parity	Compared to Special (Designed) Retail Services
II. ***On-Time Commitment***		*Measured in Missed Committed Appointments*
A. UNBUNDLED ELEMENTS		
1. On-Time Commitment - UNE - POTS a) Dispatched Orders: • **% Missed Appointment - NYNEX** • Average Delay Days - Missed Orders b) Non-Dispatched Orders: • **% Missed Appointment - NYNEX** • Average Delay Days - Missed Orders	Parity	Compared to POTS Retail Services
2. On-Time Commitment - UNE - Specials a) Dispatched Orders: • **% Missed Appointment - NYNEX** • Average Delay Days - Missed Orders b) Non-Dispatched Orders: • **% Missed Appointment - NYNEX** • Average Delay Days - Missed Orders	Parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Provisioning Process (continued)		
III. ***Facility Delays - Held Orders***		Measured in % of orders missed due to lack of ILEC facilities
A. UNBUNDLED ELEMENTS		
1. Facility Delays - UNE - POTS • % Missed Appointment - Facilities - Dispatched • Average Delay Days - Facility Misses	Parity	Basic Link, Analog Line Port, NID, House & Riser and any combination - no designed services: Compared to POTS Retail Services
2. Facility Delays - UNE - Specials • % Missed Appointment - Facilities - Dispatched • Average Delay Days - Facility Misses	Parity	Compared to Special (Designed) Retail Services
IV. ***Installation Quality***		
A. NXX UPDATES		
1. Installation Quality - NXX updates • Verification of NXX Updates	100% activation in all NYNEX switches w/in 5 Days of LERG effective date	NYNEX to use Verification Equipment Testing System to ensure update of NXX codes and act on test results. Method to be developed.
B. UNBUNDLED ELEMENTS		
1. Installation Quality - UNE - POTS • % Installation Trouble within 7 days • % Installation Trouble within 30 days	Parity	Compared to POTS Retail Services
2. Installation Quality - UNE - Specials • % Installation Trouble within 30 days	Parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
V. ***TC Performance Indicators***		
A. ALL PROVISIONING		
1. TC Order Quality Performance • % Missed Appointment - Customer Reasons		Used as indicators of TC performance and customer communication to identify areas for discussion and possible improvement.

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Trouble Reporting and Maintenance Process		
I. *OSS - Performance*		
A. PERFORMANCE OF OSS SYSTEMS		
1. Response Time by Transaction Type • Create Trouble • Status Trouble • Modify Trouble • Request Cancellation of Trouble • Trouble Report history (by TN/circuit) • Test (POTS only)	As of 12/31/97: 4 Seconds Difference NYNEX Rep. vs. Carrier Rep.	Response time by Transaction type measured in seconds from the time the query hits DCAS system until the data is received back by function. Utilized App. to App. interface. Methodology: NYNEX to sample 10 transactions per hour from 8 a.m. to 5 p.m. via Sentinel system. Sentinel will replicate the transaction of a NYNEX repair service representative going directly to the OSS as well as a Carrier representative coming in to DCAS to the OSS.
2. Availability of NYNEX OSS Access	As of 12/31/97: 24 hours X 7 days	OSS systems will be available to TC representatives , during the same hours that they are available to NYNEX repair representatives.
II. *Contact Center Availability*		
A. Availability (CATC) 1. Center hours of operation	24 hours X 7 day Access to Call Center for assistance	Contact with TCs is designed to take place via direct access systems. Carrier support centers such as the CATC are designed to handle fall-out and not large call volume. *Call management system is under development.*
III. *Network/Element Performance*		
A. UNBUNDLED ELEMENTS		
1. Reliability Performance - UNE - POTS • Trouble Report Rate • % Subsequent Trouble Reports	Parity	Compared to POTS Retail Services Excludes subsequent reports. Excludes CPE.
2. Reliability Performance - UNE - Specials • Trouble Report Rate Total • Trouble Report Rate - Loop • Trouble Report Rate - Central Office	Parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Trouble Reporting and Maintenance Process (continued)		
III. ***Network/Element Performance (continued)***		
B. SWITCHING PERFORMANCE		
1. Switching Performance - PSC Standards:		
a) Switching Performance - PSC Standards		
• Percent Blockages & Failures	0.0 - 1.0 (weakspot > 2.1)	
• Percent Incoming Matching Loss	0.0 - 2.1 (weakspot > 2.8)	
• Percent Dial Tone Speed over 3 Seconds	0.0 - 1.5 (weakspot > 2.6)	
2. Switching Performance - Index Plan - 1/1A ESS		
a) Machine Access	Threshold	The switching index takes a number of factors, weighs them and calculates an overall score. The overall objective is 95.5 and up for each switch. *Individual* performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance.
• Cust. Receiver Digit Overflow	1.00	
• Blocked Dial Tone	8.00	
• Receiver Attachment Delay Reciever	0.20	
b) Machine Switching		
• Cutoff Call Failures	0.15	
• F-SCAN Failure	0.65	
• Hardware Lost Calls	22.00	
• Load Balance	90.00	
• Matching Loss	1.80	
• Maintenance Interupts	0.40	
• Equipment Outage	0.60	
• Trunk to Trunk Memory Overflow	0.01	
3. Switching Performance - Index Plan - 5ESS		
a) Machine Access	Threshold	
• Tone Decoder Overflow	1.00	
• Tone Decoder Attached Delay	0.10	
• Dial Tone Speed	33.34	
b) Machine Switching		
• Facility Cutoff Calls	2.00	
• Remote Module Stand Alone Time	0.50	
• Initializations SM/RSM	1.00	
• Interrupts (AM)	80.00	
• Maintenance Usage	50.00	
• Audits	10.00	
• Equipment Outage	1.00	
• Equal Access	100.00	

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Trouble Reporting and Maintenance Process (continued)		
III. ***Network/Element Performance (continued)***		
4. Switching Performance - Index Plan - DMS100		
a) Machine Access	Threshold	
• Dial Tone Speed	33.34	
• Receiver Queue	0.00	
b) Machine Switching		
• Transmitter Time-outs	16.00	
• Errors	50.00	
• Equal Access	100.00	
• Equipment Outage	1.00	
• RLCM RSC Emergency Stand Alone	5.00	
IV. Time to Restore		
A. UNBUNDLED ELEMENTS		
1. Time to Restore - UNE - POTS • Mean Time to Repair - Dispatch Out • Mean Time to Repair - No Dispatch • % Out of Service > 4 hours • % OOS > 12 hours • % OOS > 24 hours • % All Troubles Cleared w/in 24 hours	Parity	Compared to POTS Retail Services Excludes subsequent reports. Excludes CPE.
2. Time to Restore - UNE - Specials • Mean Time to Repair • % OOS > 4 hours • % OOS > 24 hours	Parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
V. On-Time Commitment		
A. UNBUNDLED ELEMENTS		
1. On-Time Commitment - UNE - POTS • % Missed Repair Appointments - Dispatch Out • % Missed Repair Appointments - No Dispatch	Parity	Compared to POTS Retail Services
2. On-Time Commitment - UNE - Specials • % Missed Repair Appointment	Parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Trouble Reporting and Maintenance Process (continued)		
VI. ***Maintenance Quality***	Parity	
A. UNBUNDLED ELEMENTS		
1. Maintenance Quality - UNE - POTS • Repeat Reports w/in 30 days	Parity	Compared to POTS Retail Services Excludes subsequent reports. Excludes CPE
2. Maintenance Quality - UNE - Specials • Repeat Reports w/in 30 days	Parity	Compared to Special (Designed) Retail Services. Tracked separately for DS0, DS1 and DS3)
VII. ***Completions/Jeopardy Reports***	90% According to Schedule Below:	
A. UNBUNDLED ELEMENTS		
1. Timeliness of Notice of Trouble Closure - *Interim Process:* a) Trouble Closure Status: Trouble Management System updated by technician. TC must monitor status. Additionally, Trouble Closure Status via call to TC from NYNEX CATC	% w/in 2 hrs of clearing	
2. Timeliness of Notice of Trouble Closure - *Under Development:* a) Trouble Closure Status: Trouble Management System updated by technician.	% within 2 hours of Clearing Trouble	Secure WEB page under development. Goal is to update with closed Troubles - Every 2 hrs.
b) Jeopardy Reports: Summary of Troubles that may not be cleared by the commitment Time.	% within 2 hours of Commitment Time	Secure WEB page under development. Goal is to update with closed jeopardy status - Every 2 hrs.
VIII. ***Other Performance Indicators***		
A. ALL MAINTENANCE ACTIVITY		
1. TC Trouble Administration Quality • Subsequents • % CPE Troubles Found • % No Trouble Found • % No Customer Access Available		Used as indicators of TC performance and customer communication to identify areas for discussion and possible improvement.

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Billing Process		
I. ***Timeliness of Delivery***		
A. UNBUNDLED ELEMENTS		
1. Timeliness of Usage Information - Switching Elements • % Usage sent in 3 business days • % Usage sent in 4 business days • % Usage sent in 5 business days • % Usage sent in 8 business days	Parity	Pursuant the interconnection agreement, the appropriate local and Interexchange Access usage records will be provided to TCs each business day. The EMR usage process starts with collection of usage information from the switch. Most offices in have this information teleprocessed to NYNEX's data center. Other offices transport usage over the road to the data center. Not all offices poll for usage every business day. Weekend and holiday usage is captured on the next business day. NYNEX collects TC usage for all TCs at the same time and will measure All TCs compared to NYNEX usage processing. Usage ready for distribution
2. Timeliness of Carrier Bill Delivery	10 business days after the Bill Closure Date	Bill ready for distribution. Carrier bill includes CSRs, Recurring and Non-Recurring charges (including Time & Material charges.) as well as total usage billed to Carrier.
II. ***Accuracy***		
A. BILLING ACCURACY		Accuracy of Billing information will be measured by monitoring 8 control points for UNE. NYNEX created these control points (similar to the way access information is assured). No accuracy reports will be created. TCs will be kept informed of problems and related fixes.

Performance Standards

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Operator Services Processes		
1. *Operator Timeliness*		
A. OPERATOR ASSISTANCE CALLS (CALL COMPLETION SERVICES) 1. Average Speed of Answer	Regulatory Standard NY < 2.8 seconds	NYNEX's Operator Call Distribution Systems handle all traffic in a first come first serve basis, regardless of TC or originating trunk group. (Identification of Carrier for branding and billing does not impact call distribution.) NYNEX measures Average speed of answer for Operator Services and utilizes individual state standards for Speed of Answer.
B. DIRECTORY ASSISTANCE CALLS 1. Average Speed of Answer	Regulatory Standard NY < 6.3 seconds	NYNEX's Operator Call Distribution Systems handle all traffic in a first come first serve basis, regardless of TC or originating trunk group. (Identification of Carrier for branding and billing does not impact call distribution.) NYNEX measures Average speed of answer for Operator Services and utilizes individual state standards for Speed of Answer.

NYNEX Proposed Service Quality Measurement	Absolute Standard	NOTES
Operator Services Processes (continued)		
C. PERFORMANCE LIDB, ROUTING, OS/DS PLATFORMS		
1. LIDB performance		
a) LIDB reply rate to all query attempts	Bellcore produced standard	NYNEX's LIDB is engineered to be unavailable for a maximum of 12 hours a year as per GR-1158-CORE. The LIDB is designed to respond to all query attempts if properly formatted and overload conditions are not invoked. Since NYNEX's network does not originate all query attempts NYNEX.can not be held responsible for external networks query formatting and network transport. NYNEX's LIDB does not prioritize query messages.
b) LIDB query time-out	Bellcore produced standard	LIDB query time outs are setable at the operator services switch. NYNEX OSSs use two seconds as the time out. GR-954-CORE sets an objective of 144 milliseconds for one way internetwork signaling as an objective. GR-1158-CORE sets the mean processing time at the LIDB to be no more than .25 - .5 second and not to exceed 1 second for 99% of all messages during normal operating conditions. Since LIDB queries can leave the NYNEX network this is some what out of NYNEXs control. NYNEX's LIDB does not prioritize query messages.
c) Unexpected data values in replies for all LIDB queries	2%	Acceptable at 2%
d) Group troubles in all LIDB queries Delivery to OS platform -	2%	Acceptable at 2%

NYNEX - Product Interval Summary

Product	*Interval*
Number Portability:	
Interim Number Portability: Remote Call Forward - Associated with Loop Hot Cut	5 days
Remote Call Forwarding ("RCFs")or INP-T if Facilities (trunking) are already in place and Facilities and/or Ports on NYNEX and TC switches are available: (Stand alone number portability orders only, without unbundled links). If Electronic:	
(a) 1-9 Lines/numbers	2 days
(b) 10-19 Lines	5 Days
(c) 20-100 Lines, and if facilities are available	10 Days
(d) Other	Negotiated
Effective 1/1/98:	
(a) 1-19 Lines	3 Days

NYNEX - Product Interval Summary

Product	*Interval*
Unbundled Elements	
Basic POTS Elements/Services:	
Switch Port - After establishment of Switch:	
(a) 1-9 Lines (per order)	2 Days
(b) 10-19 Lines (per order)	5 Days
(c) 20-100 Lines, and if facilities are available	10 Days
(d) Other	Negotiated
Effective 1/1/98:	
(a) 1-19 Lines	2 Days
Feature Change (UNE):	
(a) Basic Features: Call Waiting, Call Forwarding & 3 Way Calling:	
• Received by 3 p.m. (EST)	Same Day
• Received after 3 p.m. (EST)	Next Day
(b) Other Features: Caller ID	4 Days
(c) Suspend, Block or Restore Orders	Same Day
(d) Disconnect Orders: (Translation change - no dispatch)	4 (business) Hours
Basic Link (SVGAL) - Hot Cut	5 days
Basic Link (SVGAL) - New Line	
(a) 1 - 5 lines	Smarts Clock
(b) 6 - 9 lines	10 days
(c) 10+ lines	negotiated
Premium LINK - Two-Wire Digital New Line	
(a) 1 - 5 lines	Smarts Clock
(b) 6 - 9 lines	10 days
(c) 10 + lines	negotiated
Basic Rate Interface - ISDN Port	
(a) Local: 1 - 12 lines	8 Days
(b) Virtual: 1 - 12 lines	12 Days
(c) Over 12 lines	Negotiated
NID (Customer Premises - Network Interface)	Smarts Clock
House & Riser - New Install	Smarts Clock
House & Riser - Hot Cut	5 Days
UNE - POTS Combinations: Basic Local Service - with or without OS/DA (after completion of joint planning process for Switch Elements)	
Flip to CLEC	Pending
New Lines:	
(a) 1 - 5 lines	Smarts Clock
(b) 6 - 9 lines	10 days
(c) 10 + lines	negotiated

NYNEX - Product Interval Summary

Product	*Interval*
UNE - Special Services:	
LINK Products:	
Primary Rate Interface - ISDN Port	
(a) 1 - 12 lines	12 Days
(b) Over 12 lines	Negotiated
Digital High Capacity Links:	
(a) 1.544 Mbps (DS1) Links:	
≤ 10 Links (with facilities)	6 days
≤ 10 Links (without facilities)	12 days
> 10 Links	negotiated
(b) 45 Mbps (DS3) Links	negotiated
Extended Links:	
(a) 1 - 9 Links	16 Days
(b) 10 or more Links	Negotiated
SS7 A or B/D Links:	Negotiated
UNE - Interoffice Facilities	
(a) When CIP (Customer Interface Panel) required	30 Days
(b) All other (no CIP placement required)	15 Days

DIRECTORY ASSISTANCE ("DA"):	
1. TC's customer's information incorporated into database	2 Days
2. DA Trunks to TOPS Tandem Provisioning Intervals;	
(a) If Facilities are available	60 Days
(b) If Facilities are not available	Negotiated
LINE IDENTIFICATION DATABASE ("LIDB"):	
1. TC's customer's information incorporated into database	2 Days
OPERATOR SERVICES:	
1. Provisioning of FG C-type Modified Operator Services Signaling Trunks:	
a) If Facilities are available:	60 Days
b) If Facilities are not available:	Negotiated
911/E911 SERVICE:	
1. TC's customer's information incorporated into the PS/ALI database	2 Days
2. Provisioning of 911/E911 MF Trunks:	
a) If Facilities are available:	60 Days
b) Port Establishment	included in above 60 Days

Note:

1. *All Days are business days*
2. *SMARTS Clock is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work force availability on a daily basis in advance. The SMARTS Clock fills up a day's schedule on a first in first out basis until 90% of available force is scheduled. The available work force works both maintenance and installation. Reseller and network element order are in the same queue as the Telephone Company's end users. Intervals can be as short as one day and in most cases, less than five days.*

Definitions:

NYNEX agrees to work with AT&T representatives to clarify definitions prior to first report.

Metrics:	Definition:
• Number of Installation Orders	Total orders received and completed. Note: There may be multiple orders per TC Purchase Order Number
• Average Interval - Offered	Average number of days between application date and committed due date. For orders received after 3 p.m., the next business day is considered the Day 0 application date. The application date is the date that a valid service request is received. Separate reporting by volume of lines for POTS services.
• Average Interval - Completed	Average number of days between applicaiton date and completed date. Completion date = date noted on Service Order as completed.
• % completed in 1, 2, or 3 business days - Dispatch	For those orders, requiring physical outside dispatch with less than 5 lines per order, the % of all lines (on orders with less than 5 per order) that are actually completed in 1, 2, or 3 business days. The denominator excludes Hot Cuts and lines on orders where the customer requests service beyond the offerred interval ("x" dated orders).
• % completed in 1, 2, or 3 business days - No Dispatch	Similar to previous metric, except for those orders, not requiring a physical outside dispatch
• % Completed w/in 4, 5 or 6 business days - Total	All orders, less than 5 lines per order, the number of lines completed in 4,5 or 6 days. Excludes "x" dated orders and hot cuts.
• % Missed Appointment - NYNEX - Total	% of all lines ordered, the % where there was a missed appointment due to a NYNEX problem.
• % Missed Appointment - NYNEX - Dispatch	Same as previous, however, only for those lines, where dispatch was required to complete the order.
• % Missed Appointment - NYNEX - No Dispatch	Same as previous, No dispatch required.
• % Missed Appointment - Facilities	% of Orders with missed appointments due to lack of facilities.
• Average Delay Days - Facilities Miss	For Orders with Facility misses, the average number of days between committed due date and actual completion date.
• % Installation Troubles w/in 7 or 30 Days	For Lines/Circuits Installed, the % of lines where a Network Trouble is reported within the first 7 or 30 days.
• % Missed Appointment - Customer	% of all lines ordered, where there was a missed appointment for customer reasons.
• Total Number of Troubles Reported	Total Troubles Reported by Customer, includes CPE, Excludes (NYNEX) Employee Administrative Reports, and Subsequent Reports..
• Network Trouble Report Rate	Total Initial Customer Troubles reported by customer, where the trouble disposition was found to be a network problem. (Disposition Codes 3, 4 and 5) per 100 lines/circuits in service. Excludes Subsequents, CPE, and Not found troubles.
• Network Trouble Report Rate - Loop	Same as above, Dispositon Codes 3 and 4 only
• Network Trouble Report Rate - CO	Same as above, Dispositon Code 5 only
• % Missed Repair Appointments	For Initial Customer Trouble Reports, found to be network troubles (disposition codes, 3, 4 and 5), where the actual restoration time occurs after the commited restoration time.

Metrics:	Definition:
• Mean Time to Repair - Total	For Initial Customer Trouble Reports, found to be network troubles, the average time from trouble receipt to trouble clear time. Disposition Codes 3, 4 and 5.
• Mean Time to Repair - Loop Trouble	Same as above, but for Disposition Codes 3 and 4 only
• Mean Time to Repair - CO Trouble	Same as above, but for Dispositon Code 5 only.
• % Out of Service > 2, Hours	For Network Interconnection trunk Troubles only: the percent of out of service trunks cleared in greater than 2 hours.
• % Out of Service > 4, 12 or 24 Hours	The percent of network troubles out of service, cleared in greater than 4, 12 or 24 hours.
• % Cleared within 24 Hours	The percent of all troubles (found to be network troubles) cleared in 24 hours
• % Repeat Reports w/in 30 days	The percent of troubles that originated as a disposition code 3,4,5,7,8, 9,10, or 11 that have an additional trouble within 30 days that has a disposition code of 3,4, or 5. Initial troubles Excludes customer action, front end close out (NYNEX) and CPE found troubles.
• % Final Trunk Blockage	
• % Subsequent Trouble Reports	Additional customer originated trouble reports reported while trouble is still pending resolution.
• % CPE Troubles	% of all troubles reported where the found trouble is a CPE disposition. (dispositions code 12 or 13)
• % No Trouble Found	% of all troubles reported where there is no trouble found or a test OK (dispositions code 7, 8 and 9)
• % No Access	% of all troubles, where there is no customer access available, before the commitment time. (disposition code 6)

Definitions:

Products:	Definition:
• Interconnection Trunks	Includes switched access CLEC trunks originating carrying traffic between NYNEX and CLEC offices. Includes End Office and Tandem trunks. Tandem Transient, Tandem subtending, Meet point A and B. Signaling Links are included in trunk performance measures (provisioning etc.)
• POTS services	All non-designed circuits that originate an an OE (Switch Office Equipment) and terminate at a customers premise. All others are considered specials. Includes Analog Centrex, Basic ISDN and PBX trunks. For POTS resale service or POTS UNE platform, POTS services include associated transport.
• Specials	Special services are services or elements that require design intervention. These include such services/elements as: high capacity links (DS1, or DS3), Primary rate ISDN, digital services, multiplexing, foreign served services/links, or analog private. Interoffice transport associated with a service is included or a special if purchased as an element.

Market Area - New York	Definition: consistent with NYNEX operational boundaries in NY
• Manhattan	Manhattan - south of 59th St.
• Greater Metro	Remaining NY City area (exclusive of Manhattan - south of 59th st.)
• Suburban	Suffolk, Nassau, Westchester, Putnam and Rockland Counties
• State Area	Remaining NY state area (excludes NY city and suburban)

ATTACHMENT 5

BEFORE THE ARIZONA CORPORATION COMMISSION

REC'D OSBORN MALEDON P.A.

SEP 12 1997

CARL J. KUNASEK
CHAIRMAN
JIM IRVIN
COMMISSIONER
RENZ D. JENNINGS
COMMISSIONER

IN THE MATTER OF THE PETITION OF AMERICAN COMMUNICATIONS SERVICES, INC. AND AMERICAN COMMUNICATIONS SERVICES OF PIMA COUNTY, INC. FOR ARBITRATION WITH U S WEST COMMUNICATIONS, INC. OF INTERCONNECTION RATES, TERMS, AND CONDITIONS PURSUANT TO 47 U.S.C. § 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-3021-96-448 DOCKET NO. U-3245-96-448 DOCKET NO. E-1051-96-448
IN THE MATTER OF THE PETITION OF AT&T COMMUNICATIONS OF THE MOUNTAIN STATES, INC. FOR ARBITRATION WITH U S WEST COMMUNICATIONS, INC. OF INTERCONNECTION RATES, TERMS, AND CONDITIONS PURSUANT TO 47 U.S.C. § 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-2428-96-417 DOCKET NO. E-1051-96-417
IN THE MATTER OF THE PETITION OF MFS COMMUNICATIONS COMPANY, INC. FOR ARBITRATION WITH U S WEST COMMUNICATIONS, INC. OF INTERCONNECTION RATES, TERMS, AND CONDITIONS PURSUANT TO 47 U.S.C. § 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-2752-96-362 DOCKET NO. E-1051-96-362
IN THE MATTER OF THE PETITION OF TCG PHOENIX FOR ARBITRATION WITH U S WEST COMMUNICATIONS, INC. OF INTERCONNECTION RATES, TERMS, AND CONDITIONS PURSUANT TO 47 U.S.C. § 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-3016-96-402 DOCKET NO. E-1051-96-402

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IN THE MATTER OF THE PETITION OF MCIMETRO ACCESS TRANSMISSION SERVICES, INC. FOR ARBITRATION OF THE RATES, TERMS, AND CONDITIONS OF INTERCONNECTION WITH U S WEST COMMUNICATIONS, INC. PURSUANT TO 47 U.S.C.§ 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-3175-96-479 DOCKET NO. E-1051-96-479
IN THE MATTER OF THE PETITION OF BROOKS FIBER COMMUNICATIONS OF TUCSON, INC. FOR ARBITRATION OF THE RATES, TERMS, AND CONDITIONS OF INTERCONNECTION WITH U S WEST COMMUNICATIONS, INC. PURSUANT TO § 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-3009-96-478 DOCKET NO. E-1051-96-478
IN THE MATTER OF THE PETITION OF SPRINT COMMUNICATIONS COMPANY, L.P. FOR ARBITRATION WITH U S WEST COMMUNICATIONS, INC. OF INTERCONNECTION RATES, TERMS, AND CONDITIONS PURSUANT TO 47 U.S.C. § 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-2432-96-505 DOCKET NO. E-1051-96-505
IN THE MATTER OF THE PETITION OF GST TUCSON LIGHTWAVE, INC. FOR ARBITRATION OF THE RATES, TERMS, AND CONDITIONS OF INTERCONNECTION WITH U S WEST COMMUNICATIONS, INC. PURSUANT TO § 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-3155-96-527 DOCKET NO. E-1051-96-527
IN THE MATTER OF THE PETITION OF COX ARIZONA TELECOM, INC. FOR ARBITRATION WITH U S WEST COMMUNICATIONS, INC. OF INTERCONNECTION RATES, TERMS, AND CONDITIONS PURSUANT TO 47 U.S.C. § 252(b) OF THE TELECOMMUNICATIONS ACT OF 1996.	DOCKET NO. U-3242-97-017 DOCKET NO. E-1051-97-017 **PROCEDURAL ORDER**

BY THE COMMISSION:

On or about March 28, 1997, AT&T Communications of the Mountain States, Inc. ("AT&T").

MCImetro Access Transmission Services, Inc. ("MCI"), Sprint Communications Company, L.P. ("Sprint"), TCG Phoenix ("TCG"), Cox Arizona Telecom, Inc. ("Cox"), American Communication Services, Inc. and American Communications Services of Pima County, Inc. ("ACSI"), Electric Lightwave, Inc. ("ELI"), GST Tucson Lightwave, Inc. and GST Net (AZ), Inc. ("GST") filed a proposed list of service quality measurements and prioritizations of those measurements. On the same date, U S WEST Communications, Inc. ("U S WEST") filed certain performance results for 1995, 1996 and January 1997 regarding proposed service measures. On or about April 16, 1997, AT&T, MCI and TCG filed responses to U S WEST's performance result filing. On May 16, 1997, U S WEST supplemented its March 28, 1997 filing. On June 3, 1997, AT&T filed further comments and supplemental measures. On July 8, 1997, AT&T made an additional supplemental filing, to which U S WEST responded on September 2, 1997. In total, the CLECs proposed 141 quality measurements. U S WEST offered to measure 17 of the CLEC-proposed items. U S WEST indicated that it currently measures at least 18 of the remaining items.

At the conclusion of the hearing on this matter, it was determined that a Procedural Order would be issued indicating which measures are appropriate, after which the parties would report U S WEST's existing performance level for each of the designated measures, existing performance standards (both U S WEST's internal and Commission-required) if they exist, and proposed standards if neither of the above is determinable. Subsequently, performance standards for the measures will be established by the Commission.

Exhibit A, attached hereto, lists the measures which are appropriate. The parties should jointly file the list of measures, indicating exactly what is to be measured and how it will be measured (sampling, etc.).

IT IS THEREFORE ORDERED that on or before September 30, 1997 the parties shall jointly file a detailed listing of the measures contained in Exhibit A, indicating exactly what is to be measured and how it will be measured.

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